

WAN INCREMENTAL COST

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PURPOSE

To define the policy allowing WAN planners from ITS to perform cost analysis and set up Special Billing Agreements (SBAs) for the recovery of expenses incurred for nonstandard WAN access requests.

SCOPE

This policy applies to all entities having a need to be connected to the State WAN in a manner that is not covered under a rate set by the State Rate Committee.

BACKGROUND

ITS has the responsibility to engineer the necessary communication lines, equipment, routers, and so forth, for the State WAN. When a site is connected to the State WAN, ITS will seek out the best possible connections and then provide the necessary equipment and services to each department at each physical location.

The State Rate Committee meets periodically to approve a fee structure for networking services. The Committee has also directed ITS to charge subscribers for any services beyond those listed in the ITS published rates. This policy defines how these incremental charges are calculated.

POLICY

Special Billing Agreements will be used to recover expenses for special service levels that cannot be recovered through the Division's published rates. (See the ITS policy "Special Billing Agreements" for details on how an SBA is structured and put into place.) The agreement must allow ITS to recover both the direct and indirect costs for providing that service.



For the benefit of both ITS and the agency customer, the Special Billing Agreement must identify monthly rates, one-time and early termination fees, a description of the service, and any applicable special service levels. Rates and fees should reflect any cost variations that may occur during the agreement period.

Conditions included in an SBA for WAN access must also include:

1. ITS will retain ownership, management, monitoring, and maintenance ability on all State WAN access devices and will have 7x24 coverage for trouble reporting and initiating trouble tickets to service providers.
2. ITS will assume responsibility for the equipment up to and including the demarcation point. The demarcation point between the WAN and the LAN will be the Ethernet interface on the WAN access device (WAN access devices may include a firewall, router, Switch, DSL remote unit, radio bridge, etc., and/or combinations of these pieces of equipment).
3. IP Addresses routed on the State WAN will be supplied by ITS. Non-routable IP addresses may be supplied by ITS at the customers request. Agencies must adhere to the State addressing policy for server names and IP addresses. Failure to do so may result in disconnection from the network for noncompliance.
4. WAN specific costs must include all direct costs plus an ITS overhead cost component. The currently approved overhead rate is 10% but is subject to revision at any time.
5. ITS cannot supply better Service Level Agreements than what we are given by the providers.

SECURITY

Security is not considered a part of the basic WAN Access service. All Security efforts which traverse the State WAN must be coordinated with the ITS Security Team and the assigned WAN planner in order to ensure compatibility with the WAN equipment and design. See the related ITS Security policies for further information.

